

Supported Platforms

May 2013

This document is intended for restricted use only.

Infinite Campus asserts that this document contains proprietary information that would give our competitors undue advantage should they come into possession of any part or all of it. As such, this document cannot be publicly disclosed unless so ordered by a court of competent jurisdiction.

©2013 Infinite Campus, Inc. All rights reserved.

INFINITE CAMPUS and Transforming K12 Education are registered trademarks of Infinite Campus, Inc. The INFINITE CAMPUS logo is a trademark of Infinite Campus, Inc. This publication, or any part thereof, may not be reproduced or transmitted in any form or any means, electronic or mechanical, including photocopying, recording, storage in an information retrieval system, or otherwise, by anyone other than Infinite Campus, Inc. without written permission of Infinite Campus, Inc., 4321 109th Avenue NE, Blaine, MN 55449, tel. (651) 631-0000, email info@infinitecampus.com.

KNOWLEDGE BASE - SUPPORTED PLATFORMS

Supported Platforms

This page contains information on the platforms generally supported for use with Infinite Campus software.

- [Changes in Supported Platforms](#)
- [Platform Minimums](#)
- [Minimum Supported Browser/OS Combinations](#)
- [Accessing Campus from Mobile and Tablet Devices](#)
- [Supported DBMS and Application Servers](#)
- [Supported Platforms for Campus Premium Products](#)
- [Point of Sale Terminal Minimums](#)
- [Properly Opening PDF/FDF Files within Supported Browsers](#)

✓ **Infinite Campus is currently supporting releases on the E.x (enhancement), 2013M.x (maintenance) and 2014M.x (maintenance) lines.** For more information on the release cycle or for release notes on product updates, please refer to the [Release Information](#) area.

Changes in Supported Platforms

Notable changes in platform support are summarized in the following tables. Please refer to additional sections of this page for more information.

Current Changes

Item	Change	Details	Effective Date
Campus Release Lines	Support Added	2014M (Maintenance Release Line)	April 2013
	Support Retired	2013M (Maintenance Release Line)	June 2013 (2013M.x end-of-life)
Windows XP	Support Retired	Windows XP will no longer be supported.	June 2014
OS X 10.5.0 (Intel) 10.5.5	Support Retired	OS X 10.5.0 and 10.5.5 will no longer be supported.	June 2014

Platform Minimums

The following table indicates the minimum operating requirements and recommendations for use with Infinite Campus software:

KNOWLEDGE BASE - SUPPORTED PLATFORMS

Platform	Supported Minimums		Recommended Minimums	
	Issues encountered while operating at levels below those listed in these columns will NOT be supported.		Though lower levels may be supported, Infinite Campus recommends that users operate at or above the levels listed in these columns.	
	Windows	Macintosh	Windows	Macintosh
Operating System	XP	OS X 10.5.x	7	OS X 10.8.x
Processor	Pentium 4	G4	1 GHz 32/64-bit	Intel
RAM	512 MB DDR2 (32-bit OS)	512 MB DDR2 (32-bit OS)	1 GB DDR2 (with 32-bit OS) 2 GB DDR2 (with 64-bit OS)	1 GB DDR2 (32-bit OS)
Java Version	Standard Version 7 Update 11	Standard Version 7 Update 11	Standard Version 7 Update 11	Standard Version 7 Update 11
Internet Browsers	Please refer to the Minimum Supported Browser/OS Combinations section.			
Adobe Flash	Adobe Flash Player 10.X or higher is required for use of the Data Analysis tool and the Online Payments (Portal) premium product on all Campus-supported platforms.			
Adobe Reader	<p>Infinite Campus does not support the use of Adobe Reader on platforms that are not supported by the third-party product vendors. See the Properly Opening PDF/FDF Files within Supported Browsers section below for links to additional information.</p> <p>Note to Macintosh Users:</p> <ul style="list-style-type: none"> FDFs do not work for users on OS X 10.6+ using Safari 5.1+ unless Adobe Reader is updated to 10.1.3 or higher. Firefox use is not supported. Please use Preview. Camino use is not supported. 			

Minimum Supported Browser/OS Combinations

The following table displays supported combinations of operating systems and browsers for general use of Infinite Campus software.

 Please see the [Recommended Browser Settings](#) for more information on browser configurations.

KNOWLEDGE BASE - SUPPORTED PLATFORMS

**Note about Grade Book BETA**

- Due to recent changes made by Apple, users accessing Campus via a Macintosh running OS X must update to at least Java 7 Update 13 in order to properly use Grade Book BETA functionality. Users can download the most recent version of Java [here](#).
- Infinite Campus does not support the use of Grade Book BETA within Internet Explorer.

OS/Browser	IE 7.x	IE 8.x	IE.9.x	IE.10.x	Firefox v.19 (or higher)	Firefox ESR 17.0.x	Safari 5.x	Safari 6.x	Chrome v.24 (or higher)
Windows									
Windows XP <i>Service Pack 2 and later</i>	E.x 2013M.x 2014M.x	N/A	N/A	N/A	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	N/A	N/A	E.x 2013M.x 2014M.x
Windows Vista	E.x 2013M.x 2014M.x	N/A	N/A	N/A	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	N/A	N/A	E.x 2013M.x 2014M.x
Windows 7	N/A	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	<i>IP</i>	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	N/A	N/A	E.x 2013M.x 2014M.x
Windows 8	N/A	N/A	N/A	<i>IP</i>	<i>IP</i>	<i>IP</i>	N/A	N/A	<i>IP</i>
Mac OS X									
OS X 10.5.0 (Intel) 10.5.5	N/A	N/A	N/A	N/A	N/A	N/A	E.x 2013M.x 2014M.x	N/A	N/A
OS X 10.6.x	N/A	N/A	N/A	N/A	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	N/A	E.x 2013M.x 2014M.x
OS X 10.7.x	N/A	N/A	N/A	N/A	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x

KNOWLEDGE BASE - SUPPORTED PLATFORMS

OS X 10.8.x	N/A	N/A	N/A	N/A	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x	N/A	E.x 2013M.x 2014M.x	E.x 2013M.x 2014M.x
--------------------	-----	-----	-----	-----	---------------------------	---------------------------	-----	---------------------------	---------------------------

IP = In-progress for being supported by Campus at a future date. No date is known at this time

N/A = Not supported by Campus

Accessing Campus from Mobile and Tablet Devices

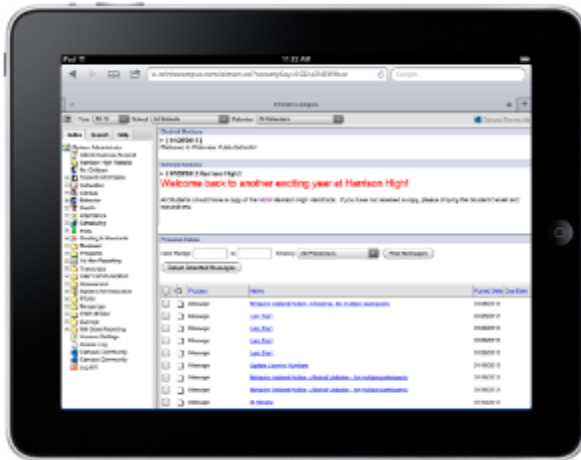
Users can access the standard Campus application via a browser on any mobile or table device capable of HTML. Users can also access Portal information using the Campus Mobile Portal app for iOS and Android. See the following sections below for more information about official support, Grade Book limitations and app requirements.

- [Accessing the Campus Web Application from Mobile/Tablet Devices](#)
- [Campus Mobile Portal App for Mobile/Tablet Devices](#)

Accessing the Campus Web Application from Mobile/Tablet Devices

Users can access the standard Campus web application via a browser on any mobile or tablet device capable of HTML. However, some mobile and tablet devices do not support all technologies required to run the full Campus application.


- Due to a security issue, users accessing the Campus Portal via the Safari browser on an Apple mobile/tablet device running iOS 6 are **STRONGLY** encouraged to update to at least iOS 6.1 or greater.



For example, some mobile and tablet devices do not support the use of Java, which is required to run the Grade Book and Scheduling tools. Another example is the Remote Dial-In tool which uses Flex and Flash


KNOWLEDGE BASE - SUPPORTED PLATFORMS

technologies which are not supported on mobile or tablet devices.

 Due to the numerous inconsistencies among the mobile and tablet operating systems, devices, and browsers, Infinite Campus does not officially support the use of the Campus web application on mobile devices and tablets.

Is Grade Book Supported on the iPad?

No. Grade Book is currently not supported for use on the iPad (or any mobile/tablet device). The iPad does not support the use of Java which is required in order to use the Grade Book tool.

 Infinite Campus is currently running a beta test of a new Grade Book, which can be run on iPad devices. If you are interested in participating in this beta test, contact your Infinite Campus client executive.

Does Infinite Campus Provide Any Apps which Run on Mobile/Tablet Devices?

Campus fully supports the iOS and Android versions of the Campus Mobile Portal app, which can be downloaded from the Apple App Store, Google Play, or Amazon Appstore. See the [Campus Mobile Portal App for Mobile/Tablet Devices](#) section below for more information.

Campus Mobile Portal App for Mobile/Tablet Devices

Users can access Campus Portal information on Apple and Android devices using the Campus Mobile Portal App. This app can be downloaded from the Apple App Store, Google Play, or Amazon Appstore. See the [Mobile Portal for Parents and Students](#) article for detailed information about using this app.

KNOWLEDGE BASE - SUPPORTED PLATFORMS



App Requirements for Mobile/Tablet Devices

⚠ First generation of iPhone and iPod Touch is not supported. BlackBerry and Windows-based mobile phones are not supported.

For Android users, Campus does not support screen sizes deemed too small for the Google Play store.

i As of the 2013-2014 school year, Campus will only support iOS 5.0+ and Android 2.3+.

The following devices are supported:

Device	Minimum OS
Apple Mobile Devices (iPod Touch, iPhone)	iOS 4.3+
Apple Tablet Devices (iPad, iPad Mini)	iOS 4.3+
Android Mobile Devices (Phones)	Android 2.2+
Android Tablet Devices	Android 2.2+

Supported DBMS and Application Servers

This section indicates the versions of Database Management Systems (DBMS) and application servers supported for general use of Infinite Campus software.

KNOWLEDGE BASE - SUPPORTED PLATFORMS

Application Server	SQL Server 2008 (64-bit) Compatibility 100
Apache Tomcat v.7.0 with Java 1.6 (32/64-bit)	E.x 2013M.x 2014M.x


Supported Platforms for Campus Premium Products

This section contains requirements for Campus Premium Product add-on features that may not apply to all users.

Campus Premium Product	Supported Platform/Minimum Requirements	Campus Version
Point of Sale Terminals using Windows OS	See the Point of Sale Terminal Minimums Section below.	E.x 2013M.x 2014M.x NOTE: Elo terminals require Campus version .1126 or higher.
Online Payments (Portal)	Adobe Flash Player 10.1	E.x 2013M.x 2014M.x
Finance and Human Resources	Adobe Flash Player 10.1	E.x

Point of Sale Terminal Minimums

The following table indicates the minimum operating requirements and recommendations for use of Campus Food Service on Point of Sale terminals:

 Campus does not support Campus Food Service running on Macintosh-based terminals at this time. All terminals must be PC based. Also, Windows Vista and Windows 8 are not supported on terminals used for Campus Food Service.

	Supported Minimums	Recommended Minimums
	Issues encountered while operating at levels below those listed in these columns will NOT be supported.	Though lower levels may be supported, Infinite Campus recommends that users operate at or above the levels listed in these columns.
Operating System	Windows XP Professional SP3	Windows XP Professional SP3

KNOWLEDGE BASE - SUPPORTED PLATFORMS

Processor	Intel Celeron D 64-bit @ 2.53 GHz (Single Core)	Intel Celeron E1500 64-bit @ 2.2 GHz (Dual-Core)
Memory	512MB DDR2	1GB DDR2
Hard Drive	80GB 7200RPM SATA-300	160GB 7200RPM SATA-300
Network Connection	10/100 full duplex wired or 802.11g/n wireless	10/100 full duplex wired
Java Plug-in	Java 1.5.0_06	Java 1.6.0_23
Internet Browsers	Please refer to the Minimum Supported Browser/OS Combinations section.	
Adobe Reader	Infinite Campus does not support the user of Adobe Reader on platforms that are not supported by the third-party product vendors.	

Properly Opening PDF/FDF Files within Supported Browsers

See the following sections of the [Recommended Browser Settings](#) article for more information about properly opening PDF/FDF files within Campus-supported browsers:

- [Enabling Adobe Acrobat to Open PDF/FDF Files in Firefox](#)
- [Properly Opening FDF/PDF Files when Using Safari 5.1+ on Mac OS X 10.6+](#)
- [Disabling the Chrome PDF Viewer](#)